



Municipality of Sara

CITIZEN'S CHARTER



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I. Mandate:

The Local Government Unit (LGU) Sara oversees the operation and function in the efficient delivery of Government service to the people of Sara.

II. Vision:

An emerging Center for trade, commerce, services and agri-industries of Northern Iloilo employing diversified and environment friendly economy, imbued with healthy, law abiding and empowered citizenry, dwelling in a safe and balanced environment conducive to a healthy living under the firm, sincere, decent and progressive local leadership.

III. Mission:

A strong and dynamic local government unit (LGU) that strongly advocate the principle of transparency, participatory, responsive and accountable governance which aims to promote general welfare and well-being of the populace through a responsive and efficient delivery of basic services.

IV Service Pledge:

We commit to:

- **Advocate for the adoption of effective government practices** for efficient government service delivery and prevention of graft and corruption;
- **Capacitate government agencies** to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- **Promote the implementation of simplified requirement and procedure** red tape and expedite business and non-business related transaction in the government;
- **Attend to all applicants or requesting parties who are within the premises of the office** prior to the end of official working hours and during lunch break.



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of Public Information Office</p> <p>Contact Info: 0999-738-6258 / 0961-130-0586</p> <p>ctbacabac@g.mail.com</p>
How feedback is processed	<p>Every Friday, the Public Information Officer opens the drop box and compiles and records all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 0999-738-6258 / 0961-130-0586</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Public Information Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, client may contact the following contact numbers: 0999-738-6258 / 0961-130-0586</p>



<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates the complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and submit it to the head of office for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following contact numbers: 0999-738-6258 / 0961-130-0586</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph.</p> <p>:1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



List of Services

	Page No.
Municipal Agricultural Office	
External Services	8-19
Municipal Assessor's Office	
External Services	20-22
Municipal Civil Registrar Office	
External Services	23-32
Municipal Engineering Office	
External Services	33-36
Municipal Health Office	
External Services	37-47
Municipal Mayor's Office	
External Services	48-54
Municipal Social Welfare and Development Office	
External Services	55-70
Municipal Treasurer's Office	
External Services	71-78
Internal Services	79-85
Municipal Water Works Office	
External Services	86-91
Municipal Accounting Office	
Internal Services	92-100



General Services Office

External Service 101

Municipal Human Resource Management Office

External Services 102

Internal Services 103-108

Municipal Legal Office

External Services 109

Municipal Planning & Development

External Services 110-112

Office of the Sangguniang Bayan

External Services 113-116



OFFICE OF THE MUNICIPAL AGRICULTURE

EXTERNAL SERVICES

1. FARM BUSINESS TRANSACTION

All farmers who are engaging in farm business are required by the Link Agency to secure MAO's Certification and endorsement

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Enrolment – STAB		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transact farm business	1. Assess farmer accordingly to their type of farm business transaction and crop insurance Rice, Corn, HVC, Livestock and Poultry, Organic Agriculture and Fishery.	None	5 minutes	Glendy Suerte
TOTAL:		None	5 minutes and 3-5 days	



2. PEST DAMAGE ASSESSMENT

All farmers with farm areas infested or damaged by pest and diseases are entitled to avail technical assistance

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of pest damage				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Record reports from affected farm	1. Validate and verify farmers report 1.1. Locational visit of farms affected.	None	5 minutes	Jennel Lanciola
2. Validate and monitor affected crops and area	2. Assist and recommend based on the actual assessment of affected farm.	None	1-3 hours	Jennel Lanciola
TOTAL:		None	5 minutes to 3 hours and 3-5 days	



3. SEED GROWERS

To support the seed Industry Development Act of 1992 and its implementing rules and Regulation on Field and Seed Certification, the security of seed purification intended for seed purposes in order to increase the yield production of our Farmer's series of activities and is drawn and conducted

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Registration Certificate of Membership from FAs or Cooperatives		OMA FAs or Cooperatives		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received seed grower's application for registered seed growers/producers	1. Validate, verify documents	None	5 minutes	Lanie Pascua
2. Field/Farm Inspection	2. Site visitation and inspection 20 days after transplanted and 20 days before	None	1 hour	Lanie Pascua
3. Collect seed sample for sampling	3. Collected seed sample and pass to NSQCS	None	30 minutes	Lanie Pascua
TOTAL:		None	35 minutes to 1 hour	



4. APPLICATION FOR CROP INSURANCE

Farmers are entitled to insure their crop (Rice & Corn) to Philippine Crop Insurance Corporation, the task agency. As long as they have actual farm area enlisted in the RSBSA beneficiary

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Enrolment – STAB		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for crop and livestock insurance with valid ID presented.	1. Validate, verify documents	RSBSA Program 50/3.0	5 minutes	Lanie Pascua
	1.1. Refer to RSBSA validate general masterlist from DA RFO6	Has Regular Program Rice – 891 Has.	5 minutes	
	1.2. Submit accomplished application form to PCIC Office	Corn - 1,477Has	weekly	
TOTAL:		None	10 minutes and 1 week	



5. FILING OF NOTICE OF LOSS OR CROP DAMAGE REPORT AND LIVESTOCK MORTALITY INSURANCE

Farmers who are insured in PCIC and their crops and animals area damaged by Pest Diseases, Natural Calamities and Natural Deaths are entitled to report or must be reported

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Crop insurance application duplicate form		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for notice of loss of their crop/livestock insured.	1. Validate and check data filed in notice of loss form.	Mailed - 60.00 Pick-up - None	5 minutes	Rodel Lao-as
	1.1. Submit to PCIC office, Jaro, Iloilo			
TOTAL:		₱60.00	5 minutes	



6. CERTIFICATION RICE AND CORN FARMERS

To attest and confirm that the farmer is registered, eligible and entitle to benefits and legal purposes he requests for.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Farmer/Client		
RSBSA- Claim Stab		Farmer/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Ask for farmer certification	1.Verify documents and encode the data needed in the certification	None	1 day	Frances Febe Magbanua
TOTAL:		None	1 day	



7. VERIFICATION OF PCIC ADJUSTMENT AND CLAIMS

Farmers are encouraged to verify the status of their insured farms after being interviewed and validate by the PCIC Adjuster to damaged crop insurance/claims.

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of loss PCIC Insurance Application Form		OMA AT in-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present notice of loss received copy with crop insurance application form	1. Check status of farmers report to PCIC marketing division staff in-charge.	None	5 minutes	Jennel Lanciola
TOTAL:		None	5 minutes	



8. ANTI-RABIES VACCINATION

Dogs remain as the principal carrier host of rabies disease which is the cause of 98% of the death cases in the whole province, to combat this, the Department of Agriculture and Department of Health is Anti-Rabies Vaccination (Rabies Free Program) in the Municipality and Barangays

Office or Division:	Office of the Municipal Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Animal Health card (record)		OMA – Livestock Inspector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration of dogs and owners	1.Validate dogs' record	None	3 minutes	Lanie Pascua
2.Proceed to livestock inspector for vaccination	2.Apply anti-rabies vaccine	None	3 minutes	
TOTAL:		None	6 minutes	



9. REGISTRATION/ ENROLLMENT OF FARMERS, FARM AND LABORERS

All farmers and farm laborers are required to enrol in RSBSA in order to get assistance from the Department of Agriculture

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Valid ID 2x2 ID Picture Title/ Tax Declaration		Farmer		
Barangay Certification		Barangay		
Enrollment Form		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required documents for processing	1. Validate verified data and Check attachment 1.2. Encode accomplished form 1.3. Submit thru email to DA RF06 1.4. Forward accomplished form to DA RF06.	None	15 minutes 10 minutes	Frances Febie Magbanua
TOTAL:		None	25 minutes and 3-5 days	



10. MASTERLISTING OF FARMERS BASED ON COMMODITY

Data gathering, consolidation and identifying of prospected farmer in every commodities such as Rice, Corn, Livestock, High Value Crops, Inland Fishery, Sugar Cane, etc.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RSBSA Enrolment – STAB		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the assistance of Agricultural Technologist assigned to their respective barangays for master listing	1. Commodity profiling refer and introduce farmer to AT's assigned to their barangay or based on commodity coordinator for final master listing	None	10 minutes	Amabelle Braga
	1.1. Submit final and updated farmer's masterlist to OPA and DA RFO6	None	5 minutes / 3-5 days	OIC-MA/AT's
TOTAL:		None	15 minutes and 3-5 days	



11. ENDORSEMENT OF PROJECTS REQUESTED BY FA'S to DA RFO 6

Assist Farmers Association/Cooperative in preparing Letter of Intent addressed to DA-RFO 6 Director. After verification and validation of required documents an Endorsement Letter is issued and attached.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Farmer's Associations/Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent Other required documents		Farmers Associations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter of intent with attach required documents.	1. Check and validate documents presented. 1.1 Issue signed Endorsement Letter.	None	15 minutes	Glendy Suerte
TOTAL:		None	15 minutes	



12. FACILITATION OF DA ASSISTANCE / INTERVENTION

Facilitate individual farmers, FAs and Cooperatives for the assistance and intervention needed. Prepare Letter Request/Intent and submit to Provincial Agriculture Office and Department of Agriculture RFO6.

Office or Division:	Office of the Municipal Agriculture			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Farmers, FAs and Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/Intent		OMA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the assistance provided by DA.	1. Disseminate Information about DA Interventions	None	1 day	Amabelle Braga
TOTAL:		None	1 day	



OFFICE OF THE MUNICIPAL ASSESSOR
EXTERNAL SERVICES

1. CERTIFIED COPY OF TAX DECLARATION (LAND, BUILDING, MACHINERY)

Tax Declaration assessment record containing all information pertaining real property appraised and assessed accordingly based on the prevailing schedule of market values which is prepared, processed, approved and issued for taxation purposes only.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA)		Legal Office		
Tax Receipt		MTO		
Sworn Statement		Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present necessary requirements	1.Receive/check requirements and issue payment slip verify records	None	5 Minutes	M. Suerte
2.Pay for the necessary Fees to the treasury Office/Cashier	2.If the requirements met, prepare needed request	₱50.00	5 Minutes	M. Suerte
3.Attach receipt (proof of payment)	3.Prepare Tax Declaration and record the official receipt	None	4 Minutes	M. Suerte
4.Review Document	4.Verify Record	None	3 minutes	Engr. J. Buenafe
5.Claim Document	5.Approve and sign Tax Declaration, Release and record requested documents	None	3 minutes	Engr. J. Buenafe
TOTAL:		₱50.00	20 Minutes	



2. CERTIFICATIONS

A document being issued by the office certifying the number and details of the properties especially for the transfer of land title required by the Bureau of Internal Revenue (BIR) for the issuances of Certificate Authorizing Registration (CAR) and for the other legal purposes.

Office or Division:	OFFICE OF THE MUNICIPAL ASSESSOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA)		Legal Office		
Tax Receipt		MTO		
Sworn Statement		Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present necessary requirements	1.Receive/check requirements and issue payment slip verify records	None	5 Minutes	M. Suerte
2.Pay for the necessary Fees to the treasury Office/Cashier	2.If the requirements met, prepare needed request	₱50.00	5 Minutes	M. Suerte
3.Attach receipt (proof of payment)	3.Prepare Tax Declaration 3.1Record the official receipt	None	4 Minutes	M. Suerte
4.Review Document	4.Verify Record	None	3 minutes	Engr. J. Buenafe



5.Claim Document	5.Approve and sign Tax Declaration 5.1Record and Release requested documents	None	3 minutes	Engr. J. Buenafe
TOTAL:		₱50.00	20 Minutes	



MUNICIPAL CIVIL REGISTRAR OFFICE

EXTERNAL SERVICES

1. REGISTRATION OF BIRTH (on-time registration)

On-time registration must be registered within reglamentary period of 30 days from the date and place of occurrence.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth		Hospital or Maternity Clinic conducting delivery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Information Sheet	1. Accept the document 1.1 Review and prepare 1.2 Register the Document	None	8 minutes	L. Banhao
2.Review the Document	2.Forward to MCR for Signature	None	1 minute	C. Aspera
3.Receive the Document	3.Release the Document	None	1 minute	L. Banhao
TOTAL:		None	10 minutes	



2. REGISTRATION OF BIRTH (late registration)

Delayed registration of birth after reglamentary period must attach supporting documents.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Baptismal Certificate or Voters Certificate or ID or Immunization Record and Community Tax Certificate (CTC) of informant		Church where baptized COMELEC Office RHU Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Information Sheet	1. Accept the document 1.1 Review and prepare 1.2 Register the Document	None	8 minutes	L. Banhao
2.Review the Document	2.Forward to MCR for Signature	None	1 minute	C. Aspera
3.Posting	3. Posting/publication	₱100.00	10 days	C. Aspera
4.Receive the Document	4..Release the Same	None	1 minute	L. Banhao
TOTAL:		₱100.00	10 days and 10 minutes	



3. REGISTRATION OF MARRIAGE CERTIFICATE

Certificate of Marriage completely and properly filled up by solemnizing officer and must be registered within 15 days from the date of marriage.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Marriage Certificate		Solemnizing Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Duly Accomplished Marriage Certificate	1.Accept and Review the document	None	3 minutes	S. Bontigao
	1.1.Forwarded to MCR for signature	None	1 minute	C. Aspera
2.Recieve the document	2.Register and release	None	2 minutes	L. Banhao
TOTAL:		None	6 minutes	



4. REGISTRATION OF DEATH CERTIFICATE

Process reported death and registered within the reglamentary period of 30 days. Transfer of cadaver and burial permit is necessary

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Punong Barangay		
Certificate of Death		If death is from hospital		
Transfer Permit of Cadaver				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up information Sheet on Death Certificate	1.Prepare Document for Signature of MHO and License Embalmer	None	5 minutes	S. Bontigao
2.Request Signature of MHO & license Embalmer	2.Review and submit to MCR for signature	₱100.00	2 minute	C. Aspera
3.Pays fee for burial permit	3. Release of documents	₱100.00	3 minutes	MTO
TOTAL:		₱ 200.00	10 minutes	



5. APPLICATION FOR MARRIAGE LICENSE

Applicants must comply all necessary documents and must appear personally at the office for issuance of marriage license after 10 day posting period

Office or Division:	Municipal Civil Registrar Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate or Baptismal Certificate		MCR/PSA or Church where baptized		
CENOMAR (Certificate of No marriage record)		PSA		
Cert of Pre Marriage Counseling & Family planning		Marriage Counselor (PPO, BSWD, RHU)		
Certificate of Legal Capacity to Contract Marriage (for foreigner applicant)		Respective Embassy		
Parent's Consent or advice		MCR		
Banana Planting Certification (Municipal Ordinance)		Brgy. Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Required document & must appear personally at MCR's Office	1.Accept Review & prepare necessary document & send out notices	₱200.00	25 minutes	J. Magtiza
2.Wait for 10 days posting period	2.Issue marriage license upon payment of license fee	₱50.00	5 minute	MTO
3.Receive Marriage License	3.Release the Document	None	2 minutes	C. Aspera



TOTAL:	₱250.00	32 minutes	
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6. CERTIFIED TRUE COPIES AND CERTIFICATIONS

Certified Civil Registry Documents must be issued as requested by the person concerned or thru his/her authorized representative. (Pursuant to RA 10173 or the Data Privacy Act)

Office or Division:	Municipal Civil Registrar Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of document/s requested for certification		MCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up verification slip	1.Verify at Office File	None	3 minutes	J. Arsenal
2.Pay corresponding fee	2.Prepare requested document	₱50.00	5 minutes	MTO
3.Review the document	3.Forward to MCR for signature	None	1 minute	C. Aspera
4.Receive the document	4.Release requested document	None	1 minute	J. Arsenal
TOTAL:		₱50.00	10 minutes	



7. LEGITIMATION AND R.A 9255 PROCESS UPON APPROVAL OF PSA

Illegitimate children maybe legitimated thru subsequent marriage of parents supported with affidavit of legitimation and certificate of marriage of parents.

RA 9255- An act allowing illegitimate children to use the surname of their father and affidavit of admission of paternity must be executed by the father.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Copy of Birth Certificate/ Marriage Certificate		PSA		
Baptismal Certificate		Church Where Baptized		
Affidavit of Legitimation		MCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required documents	1.Review and prepare necessary document	None	20 minutes	J. Magtiza/ C. Aspera
2.Pays legitimation and copy Fee	2.Forward to MCR for signature and send to PSA Manila for approval	₱100.00 ₱50.00	5 minutes	MTO
2.1.Wait for approval of PSA Manila				
3.Receive the document	3.Release requested document	None	2 minutes	J. Magtiza
TOTAL:		₱150.00	27 minutes	



8. FILING OF PETITIONS UNDER R.A 9048 AND 10172 UPON APPROVAL OF PSA

Correction of clerical error, change of first name, correction of sex and correction of date of birth (for day and month only). All petitions will be forwarded at the Office of Philippine Statistics Authority for approval more or less 6 months.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Copy of Document to be corrected		PSA		
Baptismal Certificate		Church where Baptized		
School Record		Dep Ed		
Clearances (NBI, Police Clearance, Brgy. Clearance)		NBI, PNP, Barangay		
Newspaper Clippings and Affidavit of Publisher		Publisher (Local issues)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure SECPA Copy of Civil Registry Document	1. Accept, Review and Prepare Petitions and Supporting Document. 1.1. Forward the Same All Supporting Document to PSA Manila for approval	None	20 minutes	J. Magtiza/ C. Aspera

1.1.Pays Filing Fee at MTO		1,000.00-CCE 3,000.00-COR SEX, CFN, Date of Birth	10 minutes	MTO
1.2.Wait for Approval from Legal Department PSA Manila			1 – 6 months	
2.Receive the Petition	2.Release the Petition	None	2 minutes	J. Magtiza
TOTAL:		₱1,000/ ₱3,000.00	32 minutes 1 – 6 months	



9. REQUEST FOR PSA COPY(SECPA COPY)THRU BREQS ILOILO CITY

A batch request entry system, a program or system from PSA in which civil registry documents, birth, death and marriage records could be requested or availed by the registering public.

Office or Division:	Municipal Civil Registrar Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill Up Application Form		MCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill Up Application Form (Birth, Death, Marriage, Cenomar)	1.Prepare Document as Requested	None	20 minutes	MCR Staff
2.Pays Filing Fee	2.Referred to MTO	₱100.00	5 minutes	MTO
3.Wait for (2 to 3 Weeks)	3.Encode and Transmit to PSA Iloilo City	None	3 week	BREQS
4.Receive Requested Document	4.Release the Petition	None	2 minutes	MCR Staff
TOTAL:		₱100.00	27 minutes, 3 weeks	



MUNICIPAL ENGINEERING OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF BUILDING PERMIT

To follow the codes, standard and minimum requirement for a building such as National Building Code of the Philippines (PD 1096) and other laws that assure safety. If you are get caught of building a house without securing a permit, the building officials will forcefully stop the construction until your permit has been issued or released. You will receive a notice to apply for the mandatory building permit.

Office or Division:	Municipal Engineering Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Accomplished Application Forms	Complied by client or authorized representative	
Six (6) sets of plan, specification, Bill of materials & structural analysis if 2 storey above duly signed and sealed	Complied by client or authorized representative	
Zoning permit	MPDO	
Location Clearance from housing and land use regulatory board	MPDO	
Transfer Certificate of Title (2 photocopies)	Complied by client	
Tax declaration (2 photocopies)	Municipal Assessor's Office	
Current year Tax receipt	Municipal Treasurer's Office	
Lot plan	Complied by client	
Affidavit of consent from the registered lot owner (In case the application is not the registered lot owner)	Complied by client	
Contract of Sale or Lease or Deed of Sale (In case the application is not the registered	Complied by client	



lot owner)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements	1. Brief the client regarding the requirements	Building Permit and other ancillary Permit (P.D. 1096) Department of Public Works and highway	5 minutes	ENGR. VICENTE C. MILLARES
2. Submit application for building permit and other requirements to the office of Building Official (OBO) for evaluation and processing	2. Receive and revise (if necessary) application on other supporting Documents		30 minutes	
	2.1. Inspect the area/building		1 hour	
	2.2. Receive, review and assess the different fees to be collected by the Treasurer's Office		15 minutes	
3. Pay the requires fees and present official receipt	3. Receive proof of payment		10 minutes	
	3.1. Release Building Permit			
TOTAL:		Fees based on National Building Code	2 hours	



2. ISSUANCE OF OCCUPANCY PERMIT

It is required before any building/structure is used or occupied. It is usually secured after the completion of a structure.

Office or Division:	Municipal Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
As- built Plans and Specification, duly signed and sealed by respective professional discipline		Complied by Client		
Daily Construction Works Logbook		Complied by Client		
Certificate of Completion, duly notarized		Office of the Municipal Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the list of requirements	1. Brief the client regarding the requirements	Building Permit and other ancillary Permit (P.D. 1096) Department of Public Works and Highway	5 minutes	ENGR. VICENTE C. MILLARES
2. Submit application for building permit and other requirements to the office of Building Official (OBO) for evaluation and processing	2. Receive and revise (if necessary) application on other supporting documents		30 minutes	
	2.1. Inspect the area/building		1 hour	
	2.2. Receive, review and assess the different fees to be collected by the Treasurer's Office		15 minutes	
3. Pay the requires fees and present official	3. Receive proof of payment		10 minutes	



receipt				
	3.1.Release Building Permit			
TOTAL:		Fees based on National Building Code	2 hours	



MUNICIPAL HEALTH OFFICE

EXTERNAL SERVICES

1. MEDICAL/SURGICAL

A standard protocol in which the doctor explores at a subjective and objective level need of a patient, review patients medical history, examines the patient, makes recommendation as to care and treatment

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record		Before consultation while taking patient's information		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office for check up	1. Admit patient for check-up. 1.1. Ask clients/patients on purpose of consultation and write patients data on Individual Treatment Record (ITR). 1.2. Get vital signs to be recorded in an ITR 1.2 Refer patient to the Municipal Health Physician.	None	5 Minutes	Catherine Mallo



<p>2. Approach the Municipal Health Officer</p>	<p>2.Examination of patients. The Municipal Health Officer: 2.1 Take history and proper physical examination, request for some laboratory exams if needed. 2.2. Make the proper disease diagnosis. 2.3. Administer proper management. 2.3. Prescribe and dispense necessary available meds.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Noella Bayona</p>
<p>TOTAL:</p>		<p>None</p>	<p>20 Minutes</p>	



2. PROVISION OF MEDICINES

Provision of medicines prescribed by Physician. All medicines available must cater to the health needs of client with appropriate dosage.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Medicine Logbook		RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patients/Clients proceed to medicine dispensing area	1. Checks prescription or Compact Card for availability of medicines	None	2 Minutes	Juvelle Baldove
2. Processing for Medical Certificates (needed for further request of medicine).	2. Ask client's information, get initial vital signs, validate and encode.	None	5 minutes	John Rofel Santo
TOTAL:		None	7 Minutes	



3. PROVISION OF TB DRUGS

After the check-up, x-ray and gen-expert test, it is important that people who have TB disease are treated, finished the medicine and took the drugs exactly as prescribed for six (6) months

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Treatment Record for TB patients		RHU		
NTP Card		RHU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to admitting section	1. Staff on duty takes the patient's personal data and these are all logged in the patient's individual chart.	None	3 Minutes	Ma. Candelaria Parrenas
2. If TB symptomatic, wait for referral to the physician.	2. Physician further examine patient for proper evaluation and assessment. 2.1 Advised to have Chest XRAY.	None	10 Minutes	Marine Damasco
3. If TB symptomatic proceed to the laboratory for sputum examination.	3. Medical Technologist collects first sputum specimen. 3.1 Medical Technologist endorse patient for second and third collection of sputum specimen		3 Minutes	Ma. Candelaria Parrenas



	to midwife in charge of the patient's barangay.	None		
4. TB Symptomatic patient with (+) sputum start the medication and follow-ups as instructed. 4.1 Tb Symptomatic patients with (-) sputum and with chest x-ray results start medication as instructed by the physician.	4. Midwife in charge directly supervise the patient's compliance to drug intake. 4.1 Physician follows up patient in accordance with the proper assessment.		10 Minutes	Ginny Palomar/ Arnaty Carnaje
TOTAL:		None	26 Minutes	



4. LABORATORY EXAMINATION

Different laboratory examinations are being performed by skilled health professionals who prepare, collect and analyse blood and other body fluids. Collaborate with pathology and other medical specialists to determine correct diagnosis.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to laboratory for examination	1. Check patients data if applicable adequacy label of specimen	None	2 Minutes	Ma. Candelaria Parrenas
2. Submit request for laboratory test 2.1 Wait for pricing of Laboratory Examination	2. Assign Price accurately for every laboratory examination needed	FBS - 70.00 LIPID- 440 TRIGLYCERIDES- 50 URICACID- 130 RBS- 80 CREATININE- 85 SGPT/ALT- 200 SGOT/AST- 225 SODIUM- 225 POTASSIUM- 225 CALCIUM- 225 CHLORIDE	1 minute	Marivic Damasco



		E-200 BUN -130 SODIUM, POTASSI UM,CALCI UM,CHLO RIDE-615 CBC-70 CBC/PLA TELET- 140 PLATELE T COUNT- 70 PLATELE T/HEMAT OCRIT- 100 HEMOGL OBIN-65 CLOTTIN G TIME/BLE EDING TI- 95 ABO RH- BLOOD TYPING- 130 HEMOGL O BIN/HEM ATOCRIT- 100 URINALY SIS, CBC, HBsAg- 300 URINALY SIS CBC,HBs Ag,ANTI- TP-405 URINALY SIS,CBC, HBsAg,AN TI-TP, BLOOD TYPING-- 470 HBsAg-- 470		
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		ANTI-TP- -140 PREGNA NCY TEST (SERUM)- 190 DENGUE Ns1 IgG, IgM--850 TYPHID OT-900 URINALY SIS-60 FECALY SIS---60 GRAM'S STAIN-95 AFB-95 DENGUE Ns1/IgM, CBC,PLA TELET- 1,045		
3.Pay at the Treasurer's Office	3.Accept payment and issue Official Receipt		10 Minutes	Revenue Collection Clerk II
4.Receipt of payment given back to the Medical Technologist on duty	4.Receives and copy the OR number		1 Minute	Ma. Candelaria Parrenas
5.Entry to Logbook	5.Log all request and/or cases in their respective logbooks		10 Minutes	Marivic Damasco
6.Specimen Extraction	6.Extract or collect specimen		5 Minutes	Ma. Candelaria Parrenas
7.Client submits his/her specimens	7.Check Official Receipt		1.5 hour	Marivic Damasco



8. Recording of results	8. Entry Results to logbook		10 minutes	Marivic Damasco
9. Verification of results	9. Verify Results		10 minutes	Ma. Candelaria Parrenas
10. Releasing of results	10. Release results		2 minutes	Ma. Candelaria Parrenas
TOTAL:		Depending on tests requested	2 hours and 22 minutes	



5. PROCESSING OF HEALTH CERTIFICATE AND SANITARY PERMIT

Oversee health and sanitation aspects in names and business establishments. Inspect potability and safeness of drinking water. Collects and verifies necessary requirements prior to releasing of health/sanitation permit.

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory results (stool & sputum)		Laboratory request from the Physician Laboratory result from any accredited laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Municipal Health Office. Present complete requirements and properly filled-up EHS Form No. 110 for Laboratory result (Sputum and Stool)	1. Accept and review submitted requirements and application form 1.1 Issue order of payment.		10 Minutes	Anabelle Parreno
2. Pay at the Treasurer's Office	2. Accept payment and issue Official Receipt (OR).	₱50.00	5 Minutes	Revenue Collection Clerk II
3. Present OR to the Municipal Health Office	3. Evaluate affix signature and issue sanitary permit		5 Minutes	Catherine Mallo
TOTAL:		₱50.00	20 Minutes	



6. OTHER SERVICES OFFERED

Wound dressing is designed to be in direct contact with the wound to promote healing and protect it from further harm. Tetanus Toxoid vaccine is given to provide protection against tetanus and best way to protect against life threatening disease

Office or Division:	Municipal Health Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's order/referral		Physician (private or public)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Patients come to health facility for Wound Dressing	1. RHU staff charge duty for the day, does wound dressing.	None	10 Minutes	Joan Agnes
2. Proceed to vaccination area for Tetanus toxoid Injection 2.1 Present request form from the Physician.	2. Nurse and midwives administer the necessary vaccines to the client on first-come first serve basis.	(Medical/health Certificate ₱50.00	5 Minutes	Arnaty Carnaje
TOTAL:		₱50.00	15 Minutes	



OFFICE OF THE MUNICIPAL MAYOR

EXTERNAL SERVICES

1. ISSUANCE OF SPECIAL PERMIT – CARAVAN PARADE

Caravan/Parade permit is being issued for whatever legal purpose.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Letter Request	1. Accept, Review the letter for approval	None	10 minutes	V. Peñacerrada
2. Check the approved letter request and pays Fee at the MTO	2. Issue Order of Payment	₱600.00	3 minutes	R. A. Lanila/MTO
3. Present OR	3. Prepare Mayor's Permit 3.1 Forward to LCE for signature		3 minutes /depends on the availability	R. A. Lanila / J. Valenzuela / LCE
4. Receive the Permit	4. Release the Same	None	1 minute	R. A. Lanila
TOTAL:		₱600.00	17 minutes	



2. HANGING OF STREAMERS/TARPAULINE

The issuance of the permit for the posting of streamers and tarpaulin is for the maintenance of the facility being used for the said purpose and as per required by the Municipal Revenue Code.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Letter Request	1. Accept, Review the letter for approval	None	10 minutes	V. Peñacerrada
2. Check the approved letter request and pays Fee at the MTO	2. Issue Order of Payment	1 face - P 35/sq. ft 2 face - P 70/sq.ft.	3 minutes	R. A. Lanila/MTO
3. Present OR	3. Prepare Mayor's Permit Forward to LCE for signature	None	3 minutes /depends on the availability	R. A. Lanila / J. Valenzuela / LCE
4. Receive the Permit	4. Release the Same	None	1 minute	R. A. Lanila
5. Prepare Streamers/Tarpaulin	5. Hanging of Streamers/Tarpaulin	None	depends on the no. of Streamers/tarp	GSO



TOTAL:	Based on computatio n of MTO	17 minutes	
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3. USE OF GYM, EVACUATION CENTER AND OTHER FACILITIES

The fee for the of gym, evacuation and the facility is intraday for the accountability and maintenance of the equipment and other services of the said facilities.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
Official Receipt		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Letter Request	1. Accept, Review the letter for approval	None	10 minutes	V. Peñacerrada
2. Check the approved letter request and pays Fee at the MTO	2. Issue Order of Payment	₱600.00	3 minutes	R. A. Lanila/MTO
3. Present OR	3. Prepare Mayor's Permit Forward to LCE for signature		3 minutes /depends on the availability	R. A. Lanila / J. Valenzuela / LCE
4. Receive the Permit	4. Release the Same	None	1 minute	R. A. Lanila
TOTAL:		₱600.00	17 minutes	



4. ISSUANCE OF BENEFIT DANCE PERMIT

The request of B.D.P is being issued for all requesting party for legality of their celebration and to provide security.

Office or Division:	Office of the Municipal Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1.Accept, Review the letter for approval	None	10 minutes	V. Peñacerrada
2.Check the approved letter request and pays Fee at the MTO	2.Issue Order of Payment	₱600.00	3 minutes	R. A. Lanila/MTO
3.Present OR	3.Prepare Mayor's Permit Forward to LCE for signature		3 minutes /depends on the availability	R. A. Lanila / J. Valenzuela / LCE
4.Receive the Permit	4.Release the Same	None	1 minute	R. A. Lanila
TOTAL:		₱600.00	7 minutes	



5. ISSUANCE OF BUSINESS PERMIT/LICENSES

Office or Division:	Office of the Municipal Mayor	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Barangay Clearance	Barangay	
Barangay Business Clearance	Barangay	
Police Clearance	Sara Police Station	
Cedula	Barangay/ MTO	
Previous year's Mayor's/ Business Permit	Applicant	
Two (2) copies statement of annual gross receipts	BIR	
Two (2) copies of the previous annual or quarterly Tax payment showing all regulatory fees (or)	BIR	
Certificate of Tax Exemption from local taxes or fees, if exempt	BIR	
Lease of contract (if space/place rented)	Owner of space rented	
Business permit of real estate lessor	Real Estate Owner	
DTI Certificate	DTI	
SSS Compliance Certificate (if applicable)	SSS	
Pag-Ibig Clearance (if applicable)	Pag-Ibig	
Phil Health Clearance	PhilHealth	
Sanitary Permit	RHU	
Health Certificate	RHU	
Fire Clearance	BFP	
BSP letter on the issuance of code (for pawnshops & money services businesses only)	BSP	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.MTO- Submit required documents	1.Accept and double check the documents	As per transaction	3 minutes	R. A. Lanila
2.Comply all needed documents(if lacking)	2.Verify and prepare business permit forward to LCE for signature	None	3 minutes /depends on the availability	R. A. Lanila / J. Valenzuela
3.Receive Business Permit	3.Forward to MTO	None	3 minutes	R. A. Lanila / MTO
TOTAL:		As computed by MTO	9 minutes	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. PROCESSING FOR ISSUANCE OF PWD ID

The PWD ID is the standard identification card for Persons With Disability (PWDs) in the Philippines. It can be used to avail of PWD benefits as mandated by the law. This ID card is valid for three years and free of charge when issued for the first time. There's a minimal fee or PWD ID renewal due to expiration, damage, or loss of card.

Office or Division:	PERSON WITH DISABILITY OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate		Doctor		
Barangay Indigency/ Residency		Barangay		
1x1 ID picture – 3 pcs.		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents 1.1.Client filling-up Application Form for membership of being a Person with Disability 1.2.Signing of ID card and Booklets	1.Screening process to ensure the completeness and correctness of the documentary requirements 1.1.Checking and make ID card and Booklets 1.2.Forward to OSCA Head and Mayor's Office for Signatories 1.3.Log Entry for Releasing	None	3 days	ANGELITO P. LADIET
TOTAL:		None	3 days	



2. Pag-asa Youth Association of the Philippines (PYAP)

PYAP duly constituted Barangay based organization, In-school Youth (ISY) and Out of School Youth (OSY) ages 15-30 years old single, fill-up membership form provided by MSWDO.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	In-school youth and Out of School Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Membership Information Sheet		MSWDO		
Roster Form		MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up Membership Information Sheet and Organize PYAP in barangay	1. Receive and check if all the data is complete filled-up with member signature and Youth Service Provider sign all complete forms.	None	10 minutes	RAQUEL P. BATA-ANON
2. Filling up the Roster Form	2. Checking and encoding all forms and prepare for signature of MSWDO	None	1 month	RAQUEL P. BATA-ANON
TOTAL:		None	1 month and 10 Minutes	



3. WOMEN'S WELFARE PROGRAM

To articulate clearly the aspirations of women to fundamental reforms and changes, and work for the integration of women in the limelight of development as well as the promotion of women's rights and equality.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women (18-59 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 picture ID - 2 pcs.		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit and filling-up Membership Information Sheet and Roster Form	1.Receive and check if all data are completely filled-up 1.1 Encode	None	1 month	LYLVIC S. OLIVEROS
TOTAL:		None	1 month	



4. CERTIFICATE OF INDIGENCY

A certificate of indigency or a certificate of low income is a document that are required by the Philippine Government or a private institution as proof of an individuals financial situation. The certificate is often required to avail of government services like educational, medical and burial assistance.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay		
Certificate of Residency		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for processing	1. Check the required documents 1.1 Interview / Encode 1.2 Endorse to MSWDO for signature 1.3 Log entry for releasing	None	20 Minutes	ALMA I. CASAMAYOR
TOTAL:		None	20 minutes	



5. Aid to Individual and Crisis Situation (Medical Assistance)

The Assistance to Individual in Crisis Situation is part of the DSWD protective services for the poor, marginalized and vulnerable/ disadvantaged individuals. The AICS has been implemented by the DSWD for decades for Medical, Burial, Housing and Educational Assistance as part of its technical assistance and resource augmentation support to LGUs and other partners.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Barangay		
Certificate of Indigency		Barangay		
Medical Certificate/ Abstract		Hospital		
Photocopy of Valid ID of claimant		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit all required documents to Mayor's Office and present all the requirements needed for Medical Assistance</p> <p>1.1. Client proceed to MSWDO to submit the documents for processing</p> <p>1.2. Client follow-up their AICS to Municipal Treasurers Office after 3 days</p>	<p>1. Screening process to ensure the completeness and correctness of the documentary requirements</p> <p>1.1. Intake interview to the client and preparing the voucher and Certificate of Eligibility</p> <p>1.2. Completed documents shall be endorse to MSWD Officer for Signatories</p> <p>1.3. Forward voucher with complete documents to Municipal Budget Office, Municipal Accounting, Mayor's Office and Municipal Treasurers Office</p>	<p>None</p>	<p>5 days</p>	<p>ALMA I. CASAMAYOR</p>
<p>Total:</p>	<p>None</p>	<p>5 days</p>		



6. CASE STUDY REPORT

Are required by charitable institutions, government hospitals and non-government organization that provide services to clients and patients.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency/ Residency			Barangay	
Medical Certificate/ Abstract			Hospital	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents	1.Screening process to ensure the completeness and correctness of the documentary requirements 1.1.Intake interview to the client for preparing social case study report 1.2.Log Entry for releasing	None	1 hour	ALMA I. CASAMAYOR
TOTAL:		None	1 hour	



7. PROCESSING OF NEW APPLICANT FOR SENIOR CITIZEN'S ID

Implementation of R. A. 9994 An Act granting additional benefits and privileges to Senior Citizen, further amending Republic Act No. 7432, as amended , otherwise known as "An Act to maximize the contribution of senior citizens to nation building, grant benefits and special privileges and for other purposes.

Office or Division:	Office of Senior Citizen Affair			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voter's ID/ Live birth/ Baptismal		Provided by the client		
Cedula		Municipal Treasurers Office		
2x2 picture-2pcs and 1x1 picture-2pcs		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents 1.1.Filling-up Application Form 1.2. Signing of ID Card and Booklets then after 3 days client back to Office for Releasing ID Card	1.Screening process to ensure the completeness and correctness of the documentary requirements 1.1.Checking, make ID card and Booklets 1.2. Forward to OSCA Head and Mayor's Office for signature 1.3.Log Entry for releasing	None	3 days	Cherry Lyn Panes
TOTAL:		None	3 days	



8. Aid to Individual in Crisis Situation (Burial Assistance)

The Assistance to Individual in Crisis Situation is part of the DSWD protective services for the poor, marginalized and vulnerable/ disadvantaged individuals. The AICS has been implemented by the DSWD for decades for Medical, Burial, Housing and Educational Assistance as part of its technical assistance and resource augmentation support to LGUs and other partners.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Barangay		
Certificate of Indigency		Barangay		
Death Certificate certified true copy		Municipal Civil Registrar		
Photocopy of Valid ID of claimant		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all required documents to Mayor's Office and present all the requirements needed for Medical Assistance</p> <p>1.1. Client proceed to MSWDO to submit the documents for processing</p> <p>1.2. Client follow-up their AICS to Municipal Treasurers Office after 3 days</p>	<p>1. Screening process to ensure the completeness and correctness of the documentary requirements</p> <p>1.1. Intake interview to the client and preparing the voucher and Certificate of Eligibility</p> <p>1.2. Completed documents shall be endorse to MSWD Officer for Signatories</p>	None	5 days	ALMA I. CASAMAYOR



	1.3. Forward voucher with complete documents to Municipal Budget Office, Municipal Accounting, Mayor's Office and Municipal Treasurers Office			
TOTAL:		None	5 days	



9. Aid to Individual in Crisis Situation (Housing Assistance)

The Assistance to Individual in Crisis Situation is part of the DSWD protective services for the poor, marginalized and vulnerable/ disadvantaged individuals. The AICS has been implemented by the DSWD for decades for Medical, Burial, Housing and Educational Assistance as part of its technical assistance and resource augmentation support to LGUs and other partners.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Barangay		
Certificate of Indigency		Barangay		
Police Blotter		Police station		
Incident Report		Office of Bureau of Fire		
Picture of Damaged House – 2pcs		Provided by client		
Photocopy of Valid ID of claimant		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit all required documents to Mayor's Office and present all the requirements needed for Medical Assistance</p> <p>1.1. Client proceed to MSWDO to submit the documents for processing</p> <p>1.2. Client follow-up their AICS to Municipal Treasurer's Office after 3 days</p>	<p>1. Screening process to ensure the completeness and correctness of the documentary requirements</p> <p>1.1. Intake interview to the client and preparing the voucher and Certificate of Eligibility</p> <p>1.2. Completed documents shall be endorse to MSWD Officer for Signatories</p> <p>1.3. Forward voucher with complete documents to Municipal Budget Office, Municipal Accounting, Mayor's Office and Municipal Treasurers Office</p>	<p>None</p>	<p>5 days</p>	<p>ALMA I. CASAMAYOR</p>
<p>TOTAL:</p>		<p>None</p>	<p>5 days</p>	



10. Aid to Individual in Crisis Situation (Educational Assistance)

The Assistance to Individual in Crisis Situation is part of the DSWD protective services for the poor, marginalized and vulnerable/ disadvantaged individuals. The AICS has been implemented by the DSWD for decades for Medical, Burial, Housing and Educational Assistance as part of its technical assistance and resource augmentation support to LGUs and other partners.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Indigent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Residency		Barangay		
Certificate of Indigency		Barangay		
Enrolment Assessment Form or Registration		School		
Photocopy of validated school ID		Provided by client		
Photocopy of Valid ID of claimant		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents to Mayor's Office and present all the requirements needed for Medical Assistance	1.Screening process to ensure the completeness and correctness of the documentary requirements			
1.1.Client proceed to MSWDO to submit the documents for processing	1.1.Intake interview to the client and preparing the voucher and Certificate of Eligibility			
1.2. Client follow-up their	1.2.Completed documents shall			



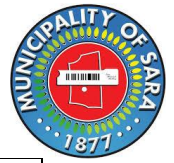
<p>AICS to Municipal Treasurers Office after 3 days</p>	<p>be endorse to MSWD Officer for Signatories</p> <p>1.3. Forward voucher with complete documents to Municipal Budget Office, Municipal Accounting, Mayor's Office and Municipal Treasurers Office</p>	<p>None</p>	<p>5 days</p>	<p>ALMA I. CASAMAYOR</p>
<p>TOTAL:</p>		<p>None</p>	<p>5 days</p>	



11. SUPPLEMENTARY FEEDING PROGRAM

Republic Act No. 11037 the “Masustansyang Pagkain para sa Batang Pilipino Act of 2018.” mandates the institutionalization of a comprehensive National Feeding Program for undernourished children in Public Day Care, Kindergarten and Elementary School.

Office or Division:	Municipal Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Children Beneficiaries of 48 Child Development Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Proposal		MSWDO		
Memorandum of Understanding		DSWD Field Office IV		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for implementation of Supplementary Feeding Program	1. Make Project Proposal, Memorandum of Understanding signed by MSWDO, Municipal Mayor, Protective Division Chief and Regional Director and SB Resolution	None		NORGEN M. ANDANA
2. Submit list of children beneficiaries of 48 Child Development Center.	2.1. CDW submit the list of target children beneficiaries 2.2. Encode and consolidate the target children beneficiaries per CDC 2.3. Submit the consolidated report to DSWD FO VI	None		1. Child Development Workers 2. NORGEN M. ANDANA



3. Submit Nutritional Status of Children Beneficiaries (Before Feeding, after 60 days and 120 days of feeding)	3. CDW submit the nutritional status of children beneficiaries	None		1. Child Development Workers 2. NORGEN M. ANDANA
	3.1 Encode and Consolidate the Nutritional Status of Children Beneficiaries per CDC.			
	3.2. Submit the consolidated report to DSWD FO VI			
TOTAL:		None	Depends on DSWD FO VI approval	



MUNICIPAL TREASURER'S OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF CEDULA

Individuals and Corporations will secure their Community Tax Receipt at the beginning of every year by paying the basic and additional tax (and interest, if the individual or corporation failed to pay on the month of January at the Municipal Treasurer's Office. Corporations are required to provide their Financial Statement for the year as basis for the computation of their Community Tax.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Financial Statement of the previous year of operation (for corporations)		Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up data needed (Name, Address, Birthdate and Birthplace) and present it to MTO Staff	1.Receive data and fill-up cedula (CTC)	None	3 minutes	Jester Keith Famating/Jr Aspera
2.Payment	2.Receive payment and issue cedula (CTC)	Annual Community Tax of Php5.00 and an additional Tax of Php1.00 for every Php1,000 .00 income	2 minutes	Jester Keith Famating/Jr Aspera



TOTAL:	Based on computation	5 minutes	
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2. ISSUANCE OF TRISIKAD PLATE

Those who operate trisikads are required to secure trisikad plates that are issued by the Municipal Treasurer's Office.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (CTC)		MTO		
Police Clearance		Sara Police Station		
Barangay Clearance		Barangay (Residence)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Police Clearance, Cedula and Brgy. Clearance	1.Receive and check documents	None	2 minutes	Jester Keith Famating/ Jr Aspera
2.Payment of Trisikad Plate	2.Receive payment and issue Receipt and Trisikad Plate	₱200.00	4 minutes	Gemma Bontigao/ Jr Aspera
TOTAL:		₱200.00	6 Minutes	



3. ISSUANCE OF TRICYCLE PLATE AND FRANCHISE

Those who operate tricycles are required to secure tricycle plates that are issued by the Municipal Treasurer's Office and a duly approved franchise from the Mayor's Office.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (CTC)		MTO		
Police Clearance		Sara Police Station		
Barangay Clearance		Barangay (Residence)		
Certification from the Association of Tricycle Drivers		Association of Tricycle Drivers		
Driver's License (Photocopy)		LTO		
Official Receipt and Certificate of Registration (OR/CR)		LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Police Clearance, Cedula and Brgy. Clearance	1.Receive and check documents	None	5 minutes	Gemma Bontigao/ Jr Aspera
2.Payment of: 2.1. Business Tax 2.2. Mayor's Permit for Operator 2.3. Mayor's Permit for Driver 2.4. Annual Franchise 2.5. Tricycle Plate	2.Receive payment and issue Receipt 2.1.Release Tricycle Plate	₱400.00 ₱200.00 ₱100.00 ₱100.00 ₱200.00	2 minutes	Leny Golingay/ Jester Keith Famating/ Jr Aspera



3.Waiting for approval of Tricycle Franchise	3.Forward documents to Mayor's Office for signature 3.1. Issue Franchise to client	None	1 day	Leny Golingay
TOTAL:		₱1,000.00	1 day, 7 minutes	



4. ISSUANCE OF BUSINESS PERMIT AND LICENSES (For Renewal of Business)

Individuals and corporations who would operate their new business on the current year should secure a business permit from the Municipal Treasurer's Office upon paying their corresponding fees that are assessed and approved by the Municipal Treasurer.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay (Owner's residence)		
Barangay Clearance (Place of Business establishment located)		Barangay (Place of Business)		
Police Clearance		Police Station		
Cedula (CTC)		MTO		
Certificate of tax exemption from local taxes or fees, if exempt		BIR		
Contract of Lease		Owner of Building (if space/place rented)		
Business Permit of Real Estate Lessor		Owner of Building (if space/place rented)		
DTI Certificate		DTI		
Sanitary Permit		Rural Health Unit		
Health Certificate		Rural Health Unit		
BSP Letter on the issuance of Code (For Pawnshops & Money Service Businesses only)		BSP		
Fire Clearance		BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill up application form	1. Receive application form	None	5 minutes	Mark Leo Bermudo



2. Comply all requirements and declare gross sales for the previous year	2. Depends on the client	Varies depending on the transaction	3 minutes	Leny Golingay
3. Forward all required documents to License Inspector for inspection and assessment	3. Receive documents and inspect completion; forward to Municipal Treasurer for signature	None	15 minutes	Jr Aspera
4. Present assessment form to cashier and pay assessed fees	4. Receive assessment form and payment and issue receipt	None	2 minutes	Rosalie b. Villarba
5. Waiting for approval of Business Permit	5. Forward application to Mayor's Office for signature; issue Business Permit once approved.	None	5 days	J Robert Jalandoon
TOTAL:		Based on computation	5 days, 25 minutes	



5. ISSUANCE OF BUSINESS PERMIT AND LICENSES (for New Business)

Business owners who would continue their operation to the next year should secure a renewal business permit from the Municipal Treasurer's Office upon paying their business taxes and other corresponding fees that are assessed and approved by the Municipal Treasurer.

Office or Division:	Municipal Treasurer's Office	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	All Business Owners	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Barangay Clearance	Barangay (Owner's residence)	
Barangay Clearance (Place of Business establishment located)	Barangay (Place of Business)	
Police Clearance	Police Station	
Residence Certificate (CEDULA)	MTO	
Previous year's Mayor's Permit/ Business Permit	Business Owner	
Two copies (2) Statement of Annual Gross Receipts	BIR	
Two copies (2) of the previous annual or quarterly tax payments showing all regulatory fees (OR)	Business Owner	
Certificate of tax exemption from local taxes and fees, if exempt	BIR	
Contract of Lease (if space/place is rented)	Owner of Building space/ place rented	
Business Permit of Real Estate Lessor	Owner of Building space/ place rented	
DTI Certificate	DTI	
Sanitary Permit	Rural Health Unit	
Health Certificate	Rural Health Unit	
BSP Letter on the Issuance of Code (For pawnshops & Money Service Businesses)	BSP	



only)				
Fire Clearance		BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up application form	1. Receive application form	None	15 minutes	Jr Aspera
2. Comply all requirements	2. Check compliance	None	5 minutes	Jester Keith Famating
3. Forward all required documents to license inspector for inspection and assessment	3. Receive documents and inspect completion, forward to Municipal Treasurer for signature	None	5 days	J Robert Jalandoon
4. Present assessment form to cashier and pay assessed fees	4. Receive assessment form, payment and issue receipt	Varies depending on capitalization	5 minutes	Gemma Bontigao
5. Waiting for approval of Business Permit	5. Forward application to Mayor's Office for signature; issue Business Permit once approved.	None	1 hour and 15 minutes	Arturo Ancuna
TOTAL:		Based on computation	5 days, 1 hour & 45 minutes	



INTERNAL SERVICES

1. AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)

Assistance to indigents that will be claimed at the Municipal Treasurer's Office by bringing the approved and complete voucher from the Mayor's Office.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voucher with attached supporting documents		MMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher with complete necessary document	1. Receive voucher and check attached documents. 1.1. If complete, have the client sign the voucher, if not, 1.2. Require the client to comply all requirements	None	5 minutes	Mark Leo Bermudo
2. Sign the voucher	1. Release the amount to be paid	None	2 minutes	Rosalie B. Villarba
TOTAL:		None	7 minutes	



2. PAYMENT OF CIVIL REGISTRATION FEES

Those who will avail the services of the Local Civil Registrar's Office must secure a payment slip signed by the Local Registrar and pay the corresponding fees at the Municipal Treasurer's Office.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip (for burial permit, Death Certificate, Birth Certificate, Registration of Birth, etc.) Order of Payment		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present payment slip from Civil Registrar	1.Receive the slip (and death certificate for burial permit transaction)	None	5 minutes	Arlie Pineda/ Hernando Campo
2.Payment of: 2.1Certification of Death 2.2Certification of Birth 2.3 Burial Permit Fee 2.4Registration of Birth 2.5Burial Permit Fee 2.6Others	1.Receive payment and issue Receipt	₱100.00 ₱100.00 ₱100.00 ₱100.00 ₱200.00 Varies depending on the transaction	3 minutes	Jester Keith Famating/ Jr Aspera
TOTAL:		₱100 to ₱200.00	8 minutes	



3. PAYMENT OF LAND TAX

Land owners will bring their last receipt or PIN to the Municipal Treasurer's Office for assessment and payment of their Real Property Tax.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest O.R.		MTO		
Tax Declaration		MAssO		
Property Identification Number		MAssO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide PIN to officer-in-charge for checking of land owner	1. Check PIN and land owner	NONE	5 minutes	Arturo Ancuna
2. Pay corresponding fees	2. Receive payment and issue Receipt	Based on computation	3 minutes	Leny Del Castillo
TOTAL:		Based on computation	8 Minutes	



4. PAYMENT OF RURAL HEALTH UNIT FEES

Those who will avail the services of the Rural Health Unit must secure a payment slip signed by the Municipal Doctor and pay the corresponding fees at the Municipal Treasurer's Office.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip – Order of Payment		Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present payment slip from Rural Health Unit	1.Receive slip	None	5 minutes	Leny Golingay
2.Payment	2.Receive payment and issue Receipt	Varies depending on the transaction	3 minutes	Leny Golingay
TOTAL:		Based on computation	8 minutes	



5. PURCHASE OF ACCOUNTABLE FORMS BY THE BARANGAY TREASURERS

The Barangay Treasurers who will purchase Accountable Forms should secure a signed and approved Requisition Slip from The Municipal Treasurer and pay the corresponding fees.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip		Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present duly approved Requisition Slip	1.Receive payment and issue receipt	None	1 minute	Jester Keith Famating/Jr Aspera
2.Pay for the corresponding fees	2.Receive payment and issue receipt 2.1Record and release Accountable Forms to Accountable Officer	Accountable Form #51: ₱185.00; Cedula: ₱40.00	5 minutes	Jester Keith Famating/Jr Aspera
TOTAL:		225.00	6 minutes	



6. DEPOSIT OF COLLECTIONS BY BARANGAY TREASURERS

The collection of the Barangay Treasurers will be deposited to the Municipal Treasurer's Office together with the Report of Deposit and Collection and the duplicate copy of the issued receipts. The Municipal Treasurer's staff will deposit the said amount to the bank accordingly.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record of Collections and Deposits		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit collection together with Report of Collection and Deposit	1. Receive collection from the Barangay Treasurer 1.1. Prepare Deposit Slip 1.2. Deposit to the bank; secure validated deposit slip	None	7 minutes	Mark Leo Bermudo/Arlie Pineda
TOTAL:		None	7 minutes	



7. TRANSMITTAL OF SUPPORTING DOCUMENTS TO THE MUNICIPAL ACCOUNTANT'S OFFICE

The Municipal Treasurer's Office is required to forward Reports of Checks Issued (RCI) together with the vouchers and attachments and Report of Collection and Deposit (RCD) with the deposit slip and attachments to the Municipal Accountant's Office not later than the 10th day of the following month.

Office or Division:	Municipal Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting documents per transaction		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for reports and supporting documents	1.Receive original and supporting documents 1.2.Prepare Report of Checks Issued for all checks issuance & Report of Collection and Deposit 1.3.Deposit to the bank 1.4 Secure validated deposit slip	None	5 days	Rosalie B. Villarba/Elsie Bergancia
TOTAL:		None	5 days	



MUNICIPAL WATERWORKS SYSTEM

EXTERNAL SERVICES

1. APPLICATION AND INSTALLATION OF NEW WATER SERVICE CONNECTION

Connecting to the public water supply is permitted only with a consent issued in accordance with the provisions of the Municipal Revenue Code.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Complied by the client		
Application Form		Municipal Waterworks System		
Barangay Certification		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and proof of ownership, or proof of right to occupy the lot where the service connection is to be located, (Barangay Certification, Permit etc.).	1. Verify the identity and requirements of applicants	N/A	15 minutes	Gregorio Ansino
2. Fill up Application Form	2. Check the correctness of data	N/A	2 minutes	Gregorio Ansino



<p>3. Wait for the inspector if there's any additional cost of materials or charges to be added after inspection</p>	<p>3.Process request of service application then inform client after site inspection</p> <p>3.1 Issue Order of payment</p>	<p>Processing Fee- P 150.00</p> <p>Installation Fee</p> <p>Residential and Government Agencies – 1,100</p> <p>Commercial and industrial – 1, 650</p>	<p>30 minutes</p>	<p>Roberto Posadas</p> <p>Norman Mabera</p>
<p>4. Pays the application fee and materials to be used (if applicable)</p> <p>4.1 Signs Office copy of application</p>	<p>4. Receive the official receipt issued by Municipal Treasurer's Office</p> <p>4.1 Prepares the schedule of installation</p>	<p>N/A</p>	<p>5 minutes</p>	<p>MTO</p> <p>Norman Mabera</p>
<p>TOTAL:</p>		<p>₱150.00</p> <p>1,100.00</p> <p>1,650.00</p>	<p>52 minutes</p>	



2. RECONNECTION OF WATER SUPPLY

Reconnection fee must be settled before reconnection of disconnected service connection

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of billing statement		Municipal Waterworks System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service reconnection	1. Check/verify the status of client's account 1.1 Issue order of payment	Reconnection Fee – ₱200.00	5 minutes	Roberto Posadas
2. Pay order of payment to the Municipal Treasurer's 2.1 Bring the Official Receipt at the Municipal Waterworks Office	2. Accept the Official Receipt 2.1 Onsite reconnection	N/A	5 minutes	Erwin Maido
TOTAL:		₱200.00	10 minutes	



3. COLLECTION OF PAYMENT

Reading of water meter and distribute water bills for payment. Encoding follows for updating.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement		Delivered by Municipal Waterworks Staff (Roberto Posadas and Albert John Tamayo)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Billing statement to Municipal Treasurer's Office	1. Verify the amount due	Depends on the water meter reading	5 minutes	Albert John Tamayo
2. Bring the Official Receipt to the Municipal Waterworks Office	2. Record the Official Receipt Number, date of payment and amount paid	N/A	5 minutes	Erwin Maida Roberto Posadas
TOTAL:		Depends on computation	10 minutes	



4. DISCONNECTION

Notice of Delinquency and Disconnect Warning are given to the delinquent consumers.

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delinquent Notice		Municipal Waterworks Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Delinquent Notice	1. Verify the delinquent amount 1.1 Issue order of payment	None	5 minutes	Roberto Posadas and Albert John Tamayo
2. Pays order to the Municipal Treasurer's Office 2.1 Bring the Official Receipt to the Municipal Waterworks Office	2. Record the Official Receipt Number, date of payment and amount paid	Depends on billing, surcharges and penalties	10 minutes	MTO Roberto Posadas and Albert John Tamayo
TOTAL:		Depends on billing, surcharges and penalties	15 minutes	



5. REQUEST FOR SERVICE (Complaints, etc.)

Consumers can request for the assistance of the Office regarding the service

Office or Division:	Municipal Waterworks System			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report/ inform service request to the Office	1. Verifies the name of consumer, nature of complaint, and/ or service request	None	30 minutes	Erwin Maido
	1.1.Recommend action to be taken (if applicable)			
2. Wait and expect immediate action to be taken.	2. Facilitate the requested service	None	20 minutes	Roberto Posadas and Albert John Tamayo
TOTAL:		None	50 minutes	



MUNICIPAL ACCOUNTING OFFICE

INTERNAL SERVICES

1. PROCESSING OF DISBURSEMENT VOUCHER

Financial Claims of a Government Employee submitted at the Accounting Department with complete and necessary attached documents, checked and processed based on the requirements set by the Commission on Audit (COA) and the availability of the budget.

Office or Division:	Municipal Accountant Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Accounting Department		
Journal Entry Voucher		Accounting Department		
Obligation Request		Budget Office		
Other Necessary Documents		Provided by the Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Voucher with complete and necessary documents for processing to Receiving Area	1. Receive Voucher. 1.1 Checking of attached documents if complete, proper and legal. 1.2. Control & Recording to logbook. *If correction occurs: Return DV back to origin and correct.	None	7 Minutes	Analyn Matunding



2. Assigning of Voucher No. and processing of Voucher after submission	2. Manually writing of Voucher No. 2.1 Preparation of JEV. 2.2.Encoding of processed Voucher.	None	5 Minutes	Analyn Matunding
3. Prepare processed Voucher for signing and approval.	3.Endorse and prepare Voucher for signature/approval of Municipal Accountant.	None	3 Minutes	Analyn Matunding
TOTAL:		None	15 Minutes	



2. SIGNING & APPROVAL OF DISBURSEMENT VOUCHER

Processed Financial Claims of a Government Employee (per Voucher) submitted at the Accounting Department , reviewed and checked if documents attached is complete, legal and proper. Amounts are verified if its coincide with the budget before signing/approval of the Municipal Accountant.

Office or Division:	Municipal Accountant Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Accounting Department		
Journal Entry Voucher		Accounting Department		
Obligation Request		Budget Office		
Other Necessary Documents		Provided by the Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward processed Voucher for signature/ approval of Municipal Accountant	1. Receive Voucher 1.1 Review and verify required documents. *If correction occurs: Return DV back to origin and correct.	None	5 Minutes	Analyn Matunding Z-Jay Horlador
2. Signing of Disbursement Voucher.	2. Sign Disbursement Voucher.	None	2 Minutes	Z-Jay Horlador
3. Forward signed Disbursement. Voucher to Mayor's Office for Approval.	3.Endorse and prepare Voucher for signature/approval of Municipal	None	3 Minutes	Municipal Accountant



	Accountant			Z-Jay Horlador
TOTAL:		None	10 Minutes	



3. NET PAY CERTIFICATION

Government Employee may request a copy of their net pay at the Accounting Department, certified by the Municipal Accountant to be used for any legal purposes.

Office or Division:	Municipal Accountant Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Municipal Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Municipal Employee shall coordinate with Accounting Staff..	1. Prepare Net Pay Certification and Endorse to Municipal Accountant.	None	5 Minutes	Cheryl Anne Bonete
2. Wait for signing of Net Pay Certification.	2. Check and sign Net Pay Certification.	None	3 Minutes	Z-Jay Horlador
3. Claim signed Net Pay Certification	3. Release signed Net Pay Certification.	None	2 Minutes	Cheryl Anne Bonete
TOTAL:		None	10 Minutes	



4. FILLING-UP OF LOANS (PAG-IBIG)

Government Employees who are qualified to apply for Loan is advised to fill-up Loan Application Form at the Accounting Department, assisted by an Accounting Staff to help applicant in the processing of their Loan Application.

Office or Division:	Municipal Accountant Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pag-ibig Loan Application Form		Accounting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill -up Form for Pag-ibig Loan Application.	1. Assist Claimant in Filling-up Loan Application Form. 1.1.Endorse Loan Application to Municipal Accountant.	None	8 Minutes	Analyn Matunding
2. Signing and Approval of Loan Application.	2. Check and verify Loan Application form. 2.1.Sign Application Form.	None	5 Minutes	Z-Jay Horlador
3. Claim signed / approved Loan Application.	3. Release signed / approved Loan Application to claimant for processing	None	2 Minutes	Analyn Matunding



TOTAL:	None	15 Minutes	
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5. REMITTANCE TO GSIS, PAG-IBIG, PHILHEALTH & BIR

Accounting Department monthly remits and update each government employee benefits based on the consolidated payroll processed every 15th day and 30th day of the month.

Office or Division:	Municipal Accountant Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Employee,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Compliance		Municipal Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare payroll every 15th day and 30th day of the month.	1.Consolidate Payroll of different Department.	None	2 hours	Cheryl Anne Bonete
2.Process Payroll 2.1Prepare Disbursement Voucher and necessary documents.	2.Check Voucher, Record and Control. 2.1Prepare Journal Entry Voucher (JEV).	None	30 Minutes	Cheryl Anne Bonete
3.Submit Voucher w/ complete documents to Accounting Department.	3.Endorse to Municipal Accountant for approval. 3.1Verify and Check Payrolls. 3.2 Prepare Remittances of Regular Employees to GSIS/Employees, PAG-IBIG and PHILHEALTH. (Due Date: every 10th day of the month)	None	2.5 hours	Cheryl Anne Bonete



TOTAL:		None	5 hours	



MUNICIPAL GENERAL SERVICES OFFICE

EXTERNAL SERVICES

1. COLLECTION OF GARBAGE

Collection and segregation of Biodegradable, non- biodegradable and recyclable garbage to maintain the municipal cleanliness and sanitation.

Office or Division:	GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL
1. Submit letter of intent to the Office of the Mayor	1. Office of the Mayor will attach note to the said request to the General Services Office	₱200.00 per month (for business sectors only)	1 day	Joemarie Perocho
2. Wait for the approval of the Mayor	2. Collect the garbage			Renato Catroverde/ Sanitary Attendants/ Garbage Collectors
TOTAL:		₱200.00	1 day	



MUNICIPAL HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES

1. SUBMISSION AND RECEIVING OF APPLICATION LETTERS AND COMMUNICATION

The office accepts application letter for hiring purposes and receives communication for instructions and updates.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Book		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employees or Citizen delivers letters and communications.	1. Log communication and letters	None	5 Minutes	L. B. Beboso/L.B Bermudo/E.C. Camilo
	1.1 Check and take action to the letters and communication.	None	3 minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo
	1.2 After checking, the HR staff will compile the letters and communication.	None	2 minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo
TOTAL:		None	10 minutes	



INTERNAL SERVICES

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The request of Certificate of Employment is being issued to whatever legal intentions that will help the recipient provide a document that will serve its purpose best. Document is essential for various purposes and shows proof of employment.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal or Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit request personally or send Letter Request.	1. Accept the request and prepare the certification.	None	5 minutes	L. B. Beboso/L. B. Bermudo
2. Receive Certificate of Employment	2. Sign and release the Certificate of Employment.	None	3 minutes	Shane Marie Propetiado
TOTAL:		None	8 minutes	



2. ISSUANCE OF SERVICE RECORDS

This is a collection of either electronic or printed material which provides a documentary history of employee's data while serving as an employee of the Local government Unit.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal or Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1. Accept the request and prepare the certification.	None	5 minutes	L. B. Beboso/L. B. Bermudo
2. Receive the certification duly signed	2. Sign and release the Certificate of Employment.	None	3 minutes	Shane Marie Propetiado E. Camilo
TOTAL:		None	8 minutes	



3. SUBMISSION AND PROCESSING OF APPLICATION FOR LEAVE

The employees are entitled for leave privileges, such as force leave, and monetization of leave credits were adopted for the well-being and benefit of government employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Card		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit all requirements for the Application for Leave.	1. Check if all requirements needed are complete.	None	5 Minutes	L. B. Beboso/ L. B. Bermudo /E. C. Camilo
2. Receive approved application for leave.	2. Release the application for leave.	None	3 minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo
TOTAL:		None	8 minutes	



4. RETIREMENT PROCESS

This includes pensions, terminal leave benefits and other benefits given to an official or employee by reason of his/her retirement from government service.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Intent Letter Clearances (Internal, Municipal, Ombudsman, Legal, CSC) Copy (SALN, 1 st Appointment)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee must submit approved Intent Letter.	1. HR Staff receive Letter of Intent.	None	3 Minutes	L. B. Beboso/ L. B. Bermudo /E. C. Camilo
2. Request for Clearance Form. 2.1 Process Clearance form for signatures. 2.2 Submit signed Clearance Form for review. 2.3 Ask for other required documents.	2. HR Staff will provide clearance form to be accomplished by the retirees. 2.1 Review accomplished and signed clearances. 2.2 Facilitate compliance for other documents needed (leave credits and service records).	None	25 minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo



3. Wait for approval and release of terminal pay claim papers.	3. Process documents if complete. 3.1 Compute retiree's terminal pay and send copy to the Municipal Budget Office for allocation.		12 minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo
TOTAL:		None	40 minutes	



5. SUBMISSION OF APPOINTMENTS, REPORTS AND PUBLICATION

The submission of the following documents are being submitted in the CSC-Provincial Field Office for compliance and approval

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Appointment Forms Transmittal Publication Form			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and secure all requirements needed and must accomplished all required by the CSC.	1. Receive and check the appointment, transmittal and publication.	None	5 Minutes	L. B. Beboso/L. B. Bermudo/E. C. Camilo
	2. Submission of appointment to the Municipal Mayor's Office for approval and signature.		2 minutes	Shane Marie Propetiado
	3. After checking, the HR staff submit the appointment and published publication at CSC Publication Office thru email.	None	3 minutes	L. B. Beboso/L. B. Bermudo
TOTAL:		None	10 minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. PROCESSING OF LOCATIONAL CLEARANCES

Requirements needed for securing building permits.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (4 copies)		MPDO Staff		
Certificate of Title of the land being the site of Development Projects		Owner (LRA)		
Tax Declaration		Municipal Assessor's Office		
Tax Clearance		Municipal Treasurer's Office		
Technical Plans duly signed		Licensed Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up application of locational clearance with required documents	1. Validate, encode, and verify data. 1.1. Endorse application and prepare certification/clearances and zoning decision. 1.2. Assist and generate order of payment. 2. Release locational clearance	refer to schedule of fees depending on project cost	(if complete) 30 minutes	Lilibeth Puerto
TOTAL:		Dependin g on project cost	30 Minutes	



2. PROCESSING OF ZONING COMPLIANCE/CERTIFICATES FOR BUSINESS PERMITS

Requirements needed for securing business permits.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration		Municipal Assessor's Office		
Tax Clearance		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit required documents	1. Verify, validate and issue order of payment	₱50. 00	(if complete) 10 minutes	Argy Iwag
TOTAL:		₱50. 00	10 Minutes	



3. PROCESSING OF ZONING CERTIFICATE

Compliance Certificate needed for application for Business Permit and land Titling.

Office or Division:	Municipal Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application Form		Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.File and submit required documents	1.Verify, validate and issue order of payment	₱50. 00	(if complete) 10 minutes	Lilibeth Puerto
TOTAL:		₱50. 00	10 Minutes	



OFFICE OF THE SANGGUNIANG BAYAN

EXTERNAL SERVICES

1. ISSUANCE OF RESOLUTION FOR ACCREDITATION OF CSO/NGO

Exercise of legislative authority to enact and pass legislation for welfare of its constituents.

Office or Division:		Office of the Sangguniang Bayan		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Certified True Copy of Certificate of Registration Copy of Constitution and By-Laws				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for accreditation	1. Receive request letter/proposal and attached documents. 2. Calendar for session.	None	10 minutes	SB Secretary S. Sonza
TOTAL:		None	10 minutes	



2. EVALUATION OF SIMPLE/COMPLEX SUBDIVISION

Legislative process of declaring the usage of a particular land in pursuance of development activity

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Location Clearance from housing and use regulatory board		MPDO		
Transfer Certificate of Title (2 photocopies)		LRA		
Tax declaration (2 photocopies)		MAssO		
Current year Tax receipt		MTO		
Lot plan		Civil Engineer		
Affidavit of consent from the registered lot owner (In case the application is not the registered lot owner)		Owner		
Contract of Sale or Lease or Deed of Sale (In case the application is not the registered lot owner)		Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive request. 1.1		3 minutes	



1.Submit letter request and required documents	Checking of required documents 2.Calendar for session. 2.1 Referral to committee.	1 face - P 35/sq. ft 2 face - P 70/sq.ft		
TOTAL:		Depends on computation	3 minutes	



3. TRICYCLE FRANCHISE

Requirement of LTO for legal operation of a motorized tricycle units within the jurisdiction of the Municipality of Sara

Office or Division:	Office of the Sangguniang Bayan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (CTC)		MTO or Barangay		
Police Clearance		PNP		
Barangay Clearance		Barangay		
Certification from the Tricycle Operators and Drivers Association (TODA)		TODA		
Driver's License (Photocopy)		LTO		
Official Receipt and Certificate of Registration OR/CR (photocopy)		LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and other documents	1. Receive request. 1.1 Checking of required attachment /documents. 2. Calendar for session. 2.1 Referral to committee.	None	5 minutes	SB Secretary S. Sonza
TOTAL:		None	5 minutes	